

YOUTH SERVICES POLICY

Title: Community Medical Health Care and Referrals Next Annual Review Date: 01/23/2016	Type: B. Classification, Sentencing and Service Functions Sub Type: 6. Medical/Mental Health Number: B.6.9
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References: ACA Standards 4-JCF-4C-07 and 4-JCF-4C14 (Performance-Based Standards for Correctional Facilities; YS Policy Nos. A.2.24 "Staff Development and Training Plan", and D.10.11 "Transporting Youth by Community Based Services"; Eceptionist Overview Brochure; Eceptionist's Website: www.eceptionist.com	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 01/23/2015

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish uniform policy and procedures regarding requests and payments for off-site medical care in the community as it pertains to youth in secure care custody status with YS, Office of Juvenile Justice (OJJ).

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Health Services Director, Regional Directors, Facility Directors, Regional Managers, and the Contracted Health Care Provider (CHP).

IV. DEFINITIONS:

Contracted Health Care Provider (CHP) - Contracted licensed practitioners responsible for the physical and mental well-being of the secure care youth population. Services include medical, dental and mental health services, nursing, pharmacy, personal hygiene, dietary services, health education and environmental conditions.

Custody Status – The level (secure or non-secure) that a youth has received through disposition by the court system.

Department of Corrections (DOC) – A state government agency which coordinates all off-site medical care for offenders (youth) in Louisiana with a Third Party Administrator.

Eceptionist – A web-based scheduling system managed and reviewed by a Third Party Administrator.

Juvenile Electronic Tracking System (JETS) – The centralized database utilized to track all youth in OJJ custody or under OJJ supervision case record activity. (Refer to YS Policy Nos. C.5.6).

Managed Care Model – An organized system developed to reduce unnecessary hospitalizations or utilization of medical services to improve quality in health service delivery by effectively reviewing and managing medical care costs.

PPCT Defensive Tactics System (PPCT) – A researched based use of force subject control system developed through tactical, legal and medical research and approved by the Peace Officer Standards & Training (P.O.S.T.) Council for use by Probation and Parole Officers/Juvenile (PPO/J).

Secure Care Center for Youth – A residential facility intended for the treatment and rehabilitation of children who have been adjudicated delinquent, characterized by a range of moderate to high level security features designed to restrict the movements and activities of the residents, and to continuously control the ability of the residents to enter and leave the premises.

The secure care centers operated by YS are as follows:

- Bridge City Center for Youth (BCCY)
- Swanson Center for Youth (SCY)
- Swanson Center for Youth @ Columbia (SCYC)

Third Party Administrator (TPA) – A company responsible for authorizing medically necessary care and payment of hospital and/or medical provider claims to receive reimbursement for services rendered.

Transport Officer – Any employee whose main function is transporting youth. This employee must have been trained in PPCT (including intermediate weapons), use of chemical agents, officer survival and adolescent behavior. (Refer to YS Policy No. D.10.11)

V. POLICY:

It is the Deputy Secretary's policy to ensure that youth in YS secure care facilities or those awaiting placement in a YS secure care facility have unimpeded access to health care.

The Department of Corrections (DOC) has developed a system to coordinate off-site medical care for all offenders in Louisiana.

DOC and YS/OJJ have entered into a collaboration that shall enable youth in YS custody to receive medical care in a timely manner, streamline scheduling and tracking services with off-site providers, as well as establish procedures to process and reimburse claims.

DOC is the off-site medical care coordinator for offenders in Louisiana.

VI. PROCEDURES FOR SCHEDULING AND REQUESTING OFFSITE APPOINTMENTS FOR YOUTH IN OJJ CUSTODY / HOUSED IN COMMUNITY OR DETENTION CENTER:

- A. When an OJJ youth in detention pending transfer to a secure facility is in need of medical care, emergency care, or needs to attend a scheduled off-site medical appointment in the community, the Probation and Parole Officer/Juvenile (PPO/J) from the region of origin shall immediately notify OJJ's RN Program Monitor at Central Office via email with the following information:
 - 1. Youth's demographic information;
 - 2. Information on where youth is currently housed; and
 - 3. Documentation or referral.
- B. Youth with medical emergencies shall be transported by the appropriate secure facility staff to the hospital immediately.
- C. The PPO/J transporting the youth shall provide the hospital, clinic or medical provider with the following information prepared by the sending community or detention center staff:
 - 1. Youth's demographic information;
 - 2. Information on where youth is currently housed;
 - 3. Documentation or referral; and
 - 4. DOC's Third Party Administrator billing information. (*OJJ RN Program Monitor or Health Services Director will provide a copy of this information to the Regional Managers to distribute to the PPO/J(s) in the regions.*)
- D. Upon return from the medical visit, the PPO/J transporting the youth shall provide OJJ's RN Program Monitor with copies of any documentation, paperwork or follow-up appointment information prepared by the medical institution where the youth was seen no later than the next business day. These documents shall be scanned and emailed to OJJ's RN Program Monitor.

- E. OJJ's RN Program Monitor must enter the emergency care visit into Eceptionist within 3 business days of the visit.
- F. OJJ's RN Program Monitor enters all follow-up appointment and/or scheduled off-site medical appointments into Eceptionist immediately upon receiving knowledge of the off-site medical appointment with proper justification and attached documentation to the request.
 - 1. If the scheduled appointment will occur within three (3) days of the Eceptionist request – it should be marked as "Urgent"
 - 2. If the scheduled appointment will occur greater than three (3) days of the Eceptionist request – it should be marked as "Routine"
- G. The status of all appointments entered into Eceptionist should be checked daily for "more information requests" from DOC.

VII. STAFF DEVELOPMENT:

The CHP Administrative Assistant and OJJ's RN Program Monitor shall receive training on Eceptionist from the DOC.

In addition, the CHP Administrative Assistant and OJJ's RN Program Monitor shall receive training on this policy, and all other relevant policies and procedures in order to interface with DOC's Third Party Administrator to ensure that youth in YS custody receive medical care in a timely manner by streamlining scheduling and tracking services with off-site providers.

The Regional Managers shall receive training on this policy and all other relevant policies and procedures, in order to ensure that youth in YS custody receive medical care at off-site medical facilities.

Previous Regulation/Policy Number: N/A

Previous Effective Date: N/A



Attachments/References:

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Community Health Care